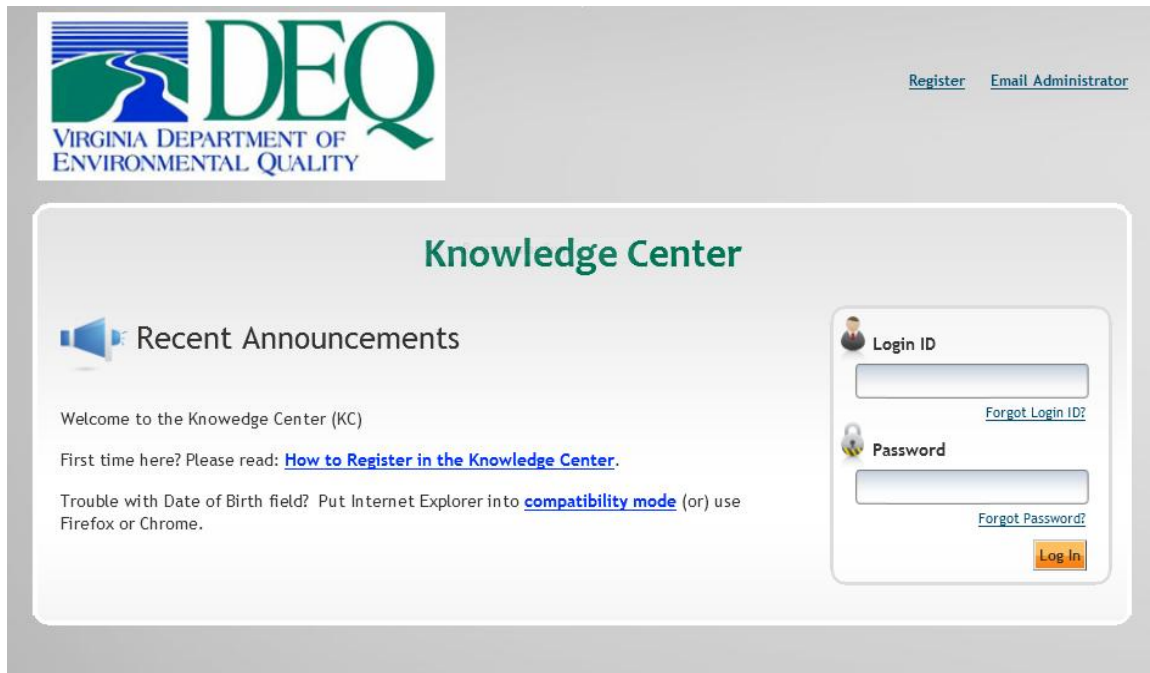# For your immediate attention

Dear Colleagues:

The DEQ, Wastewater Operator Training and Assistance program proudly announces a new and improved method of registration and payment options for attending our highly popular training events and workshops across the commonwealth known as the DEQ Knowledge Center (DEQ-KC).

Effective July 30, 2014 no paper registrations will be accepted and all registrations and payments will be processed through the DEQ-KC.

To become eligible to attend our upcoming workshops all participants must first register for an online ID at the DEQ-KC. Detailed instructions on how to register are included at the DEQ-KC log in page located at the following webpage link:

https://covkc.virginia.gov/deq/external

Listed below are frequently asked questions (FAQ'S) that have been included for your convenience. For additional information please visit the webpage.

Frequently Asked Questions (FAQ's)

What is the DEQ-KC?

The DEQ Knowledge Center (DEQ-KC) is an online Learning Management System that can be used to enroll in classroom courses, manage course completions, launch online training and access other useful learning resources.

Why has DEQ switched to this system?

DEQ has made the registration process more efficient and convenient and has now included credit card payment of registration fees as an option.

How do I get started?

Detailed instructions on how to register are included at the DEQ-KC log in page located at the following webpage link: **https://covkc.virginia.gov/deq/external**

Can I still register using a paper registration form?

No. Paper forms will no longer be available and all workshop registrations must now be completed through the DEQ-KC system.

Can I still pay by check?

Yes. Participants can still pay by check by calling the number listed on the KC and we will manually enter your payment information.

What if I don't have an email address or access to the internet?

If you do not have an email address we can manually enroll you in the workshop. If you do not have personal access to the internet or cannot access it through your employer, the local library has free access that you can use to register.

Registration assistance

If you are having difficulty registering, call the Operator Training Program staff listed below for further assistance.

Sujata Poudel: 804-698-4139

Jason Spicer: 804-698-4143

Wayne Staples: 804-698-4106